

Dropmyemail Backup Service

Product Help Manual

Please note: Our user interface might change from time to time due to product improvements.

Contents

Getting Started:	4
1. How do I start backing up an email address?	4
2. How do I view my backups?	4
3. How do I know when was the email address last backed up?	5
General	6
1. How do I edit my email settings?	6
2. How do I delete an email account?	6
Adding Email Accounts	7
1. How do I backup my Google / One Office mail account?.....	7
2. How do I backup my Yahoo / Hotmail / Outlook account?.....	8
3. How do I backup emails hosted in BWS, Exchange or our own email server?.....	9
Backup FAQs	10
View Backup Emails	10
1. Can I view my backed up emails?	10
2. Can I view or download attachments from my backed up emails?.....	10
3. Can I send an email or reply to from my backup email?	11
Migrate, Restore or Download Emails	12
1. How do I migrate backed up emails to a new account?.....	12
2. How do I restore my email backup?	12
3. How do I download emails?	13
File Manager	14
1. How can I view my email attachments?	14
2. How do I search for an attachment within an email?.....	15
3. How can I share an attachment?	15
4. Who can view my attachment once it is shared?.....	16
5. Can someone I shared an attachment with, see my other attachments or backed up emails?	16
6. Who has access to my attachments?.....	16
7. Can I share an attachment via a public link?	17
8. How can I view the attachments that I have shared?	17
9. Is there a limit on the number of attachments I can share?.....	17
10. Is there a limit to the size of the attachment that Dropmyemail supports?.....	17
11. How can I delete attachments?	17

12. Can I share files that are not backed up email attachments?..... 18

Reporting and Auditing..... 18

1. What are the different parameters for which I can create a report? 18

2. How do I create a report for a particular month for all the emails in the account? 18

3. How do I create a report for a particular email address? 19

Getting Started:

1. How do I start backing up an email address?

Back up your email

Log in to an email account using the form below and we will start backing it up shortly. Your password is safe with us and will always be encrypted when fetching your email.

VERIFIED & SECURED

Email


Password

+ Advanced

[Start backing up](#) or [Dashboard](#)

- After you launch Dropmyemail Backup Service app from myBusiness, enter the email address you wish to back up and its password. If you are using your own email exchange server, click on “+ **Advanced**” and enter the correct email settings.
- Click on “**Start backing up**”. You will then be directed to your Dropmyemail Backup Service account Dashboard.
- You can add more accounts by clicking on the [add email account](#) button on the upper right-side of the Dashboard.
- You can also send a request to your colleagues to authenticate their email account for backup by clicking on [add coworker's email account](#).

2. How do I view my backups?

- Backup starts immediately after you add an account, but it might take some time before the whole backup to be completed.
- You can view your list of backed up email addresses on the Dashboard. To view emails of a particular email address, click on the View button  beside that email address.

Dashboard

17 seats of 20 seats available

[add email account](#) [add coworker's email account](#)

Email Address	No. of Messages	Last Backup	Space Used
hahahaole@gmail.com	46	2012-12-02 16:05:59 UTC	13.5 MB
dropmyemail@sina.com	308	2012-12-02 16:05:55 UTC	27.1 MB

- You can then search for and read emails for that backed up account on the next screen. You can also download attachments.

[DASHBOARD](#)
[FILE MANAGER](#)
[REPORTS](#)
[BACKUP HISTORY](#)
[ACCOUNT SETTINGS](#)

Viewing dropmyemail@sina.com

Email Account: ▼
 Search all mail:
 Page: ← 1 2 3 ... 16 →

Inbox (308)

[Add Email Account](#)

From	Subject	Date
新浪玩玩大侠传	新浪温馨提醒 适当缓解压力 重回绿水青山	Dec 01
Groupon	YSL/Four Star Mattress/1000 Threadcount/Whisky Stones/Lunchbox/Girdle	Dec 01
Groupon	RWS Buffet/Cycling/Frozen Yoghurt/Hair Treatment/Investment/Clay Craft	Nov 28

3. How do I know when was the email address last backed up?

- Click on **"BACKUP HISTORY"** on the menu bar.

[DASHBOARD](#)
[FILE MANAGER](#)
[REPORTS](#)
[BACKUP HISTORY](#)
[ACCOUNT SETTINGS](#)

Dashboard

17 seats of 20 seats available

[add email account](#) [add coworker's email account](#)

Email Address	No. of Messages	Last Backup	Space Used
hahahooie@gmail.com	46	2012-12-02 16:05:59 UTC	13.5 MB
dropmyemail@sina.com	308	2012-12-02 16:05:55 UTC	27.1 MB

- You can then view backup details: the number of messages backed up, backup size, the current status, the date and time of the last backup for each of your email accounts.

Backup History


3 seats of 101 seats taken

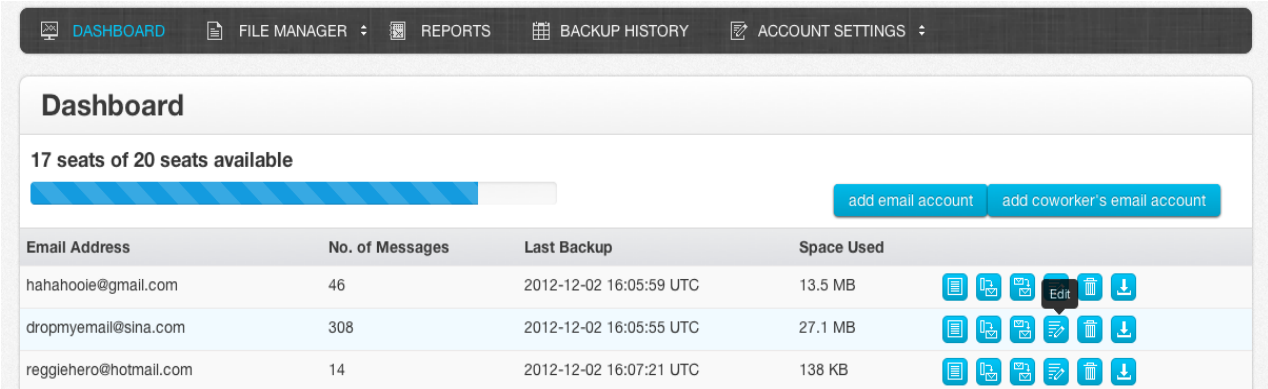
[Add Email Account](#)

Email Address	No. of Messages	Size	Status	Date / Time
demo.migrate@gmail.com	3	5 KB	Complete	2013-11-21 03:37:05 UTC
dme.migrate@yahoo.com.sg	76	1.54 MB	Complete	2013-11-21 03:21:03 UTC
demo.migrate@gmail.com	5	15 KB	Complete	2013-11-21 03:19:03 UTC

General

1. How do I edit my email settings?

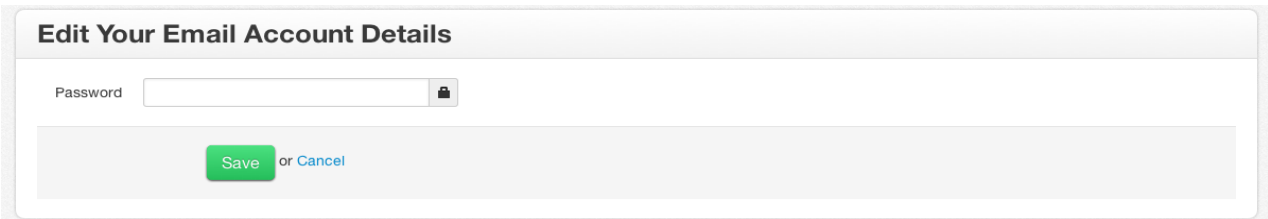
- Go to your Dropmyemail Backup Service account Dashboard. Click on the Edit button  beside your email address. You can now change the password you provided for that email account.



The screenshot shows the dashboard with a navigation bar at the top containing: DASHBOARD, FILE MANAGER, REPORTS, BACKUP HISTORY, and ACCOUNT SETTINGS. Below the navigation bar, there is a 'Dashboard' section with a progress bar indicating '17 seats of 20 seats available' and two buttons: 'add email account' and 'add coworker's email account'. A table lists email accounts with columns for Email Address, No. of Messages, Last Backup, and Space Used. Each row has a set of action icons, including an 'Edit' icon.


Email Address	No. of Messages	Last Backup	Space Used
hahahooie@gmail.com	46	2012-12-02 16:05:59 UTC	13.5 MB
dropmyemail@sina.com	308	2012-12-02 16:05:55 UTC	27.1 MB
reggiehero@hotmail.com	14	2012-12-02 16:07:21 UTC	138 KB

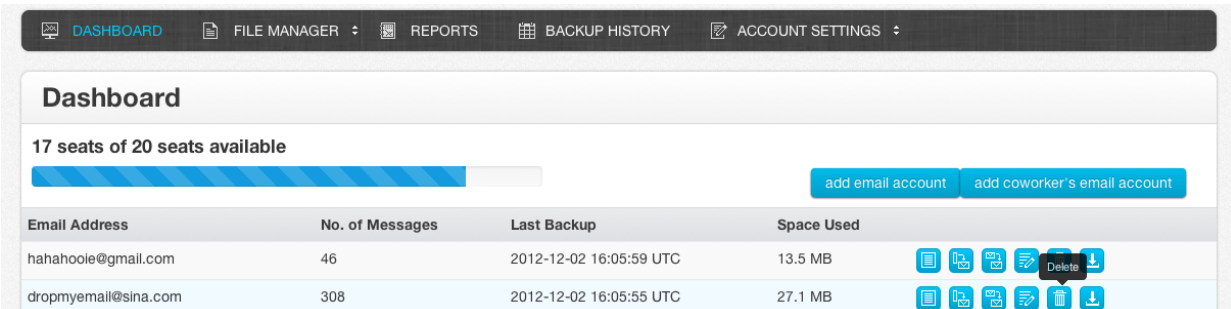
- Click on “**Save**” after entering the new password.



The screenshot shows the 'Edit Your Email Account Details' form. It features a 'Password' input field with a lock icon on the right. Below the input field, there are two buttons: a green 'Save' button and a blue 'Cancel' button.

2. How do I delete an email account?

- Go to your Dropmyemail Backup Service account Dashboard. Click on the Delete button  beside the email address to delete.



The screenshot shows the dashboard with a navigation bar at the top containing: DASHBOARD, FILE MANAGER, REPORTS, BACKUP HISTORY, and ACCOUNT SETTINGS. Below the navigation bar, there is a 'Dashboard' section with a progress bar indicating '17 seats of 20 seats available' and two buttons: 'add email account' and 'add coworker's email account'. A table lists email accounts with columns for Email Address, No. of Messages, Last Backup, and Space Used. Each row has a set of action icons, including a 'Delete' icon.

Email Address	No. of Messages	Last Backup	Space Used
hahahooie@gmail.com	46	2012-12-02 16:05:59 UTC	13.5 MB
dropmyemail@sina.com	308	2012-12-02 16:05:55 UTC	27.1 MB

- You will be asked to confirm if you want to delete the account. Click “**Yes**”. That email address will then be deleted.
- Do note that once you delete an email address, you will not be able to add it back later, or restore emails from that email address.

Delete Your Email Account

Dropmyemail takes security very seriously and uses Secure Socket Layer technology and data encryption to protect your information

Are you sure you want to delete this email account?

dropmyemail@sina.com

Yes No

Adding Email Accounts

1. How do I backup my Google / ONEOffice mail account?

- Go to your Dropmyemail Backup Service account Dashboard. Click on [add email account](#) at the upper right-side.
- Enter your email address in the form <username>@domain.com. Click on the Password field next.

Back up your email

Log in to an email account using the form below and we will start backing it up shortly. Your password is safe with us and will always be encrypted when fetching your email.



Email

Password

+ Advanced

[Start backing up](#) or [Dashboard](#)

- If the account is hosted via Google / ONE office, Dropmyemail will automatically detect it and ask you to sign in using Google OAuth. You will then see a **"Sign in with Google"** message. We use the OAuth access to connect with your Gmail account to back up the data.

Back up your email

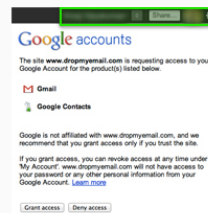


Sign in with Google

Since you are a Gmail or Google Apps user, you can authorize Dropmyemail to backup your emails using your Google ID.

Please ensure that you are first **signed in to the account that you wish to backup**. You can check in the top right-hand corner of the authorization screen.

[Sign in with Google](#)



Log in to an email account using the form below and we will start backing it up shortly. Your password is safe with us and will always be encrypted when fetching your email.



Email

[Start backing up](#) or [Dashboard](#)

- Click on "**Sign in with Google**".
- You will be asked to connect the Google Apps email account with Dropmyemail. Click on "**Grant Access**". Your Gmail account will now be scheduled for backup.

2. How do I backup my Yahoo / Hotmail / Outlook account?

- Go to your Dropmyemail Backup Service account Dashboard. Click on [add email account](#) at the upper right-side.
- Enter your email address in the form <username>@yahoo.com, <username>@hotmail.com or <outlook>@hotmail.com
- Enter your password and click on "**Start backing up**". Your Yahoo account will now be scheduled for backup.

Back up your email

Log in to an email account using the form below and we will start backing it up shortly. Your password is safe with us and will always be encrypted when fetching your email.



Email

Password

[+ Advanced](#)

[Start backing up](#) or [Dashboard](#)

3. How do I backup emails hosted in BWS, Exchange or our own email server?

- Go to your Dropmyemail Backup Service account Dashboard. Click on [add email account](#) at the upper right-side.
- Enter your email address in the form <username>@<domain>.com
- Click on the [+ Advanced](#) button.
 - Select the Protocol which you want to use.
 - Then select the security settings for your email server and enter the Port number.
 - Enter the host name of your email server. For example imap.example.com, pop.example.com
- Click on “**Start backing up**”.

Use only if your provider uses special configuration options.

Protocol IMAP
 POP3

Security None
 Start TLS
 SSL

Port

Host ex: imap.gmail.com, pop.example.com

[Start backing up](#) or [Dashboard](#)

- If all the settings are correct, your email address will be added and scheduled for backup. If you still have problems backing up your data, please [contact us](#).

For BizWeb accounts, you can refer to the following settings:

Email

Email Password

[+ Advanced](#)

Use only if your provider uses special configuration options.

Protocol IMAP
 POP3

Security None
 Start TLS
 SSL

Port


Host
ex: imap.gmail.com, pop.example.com

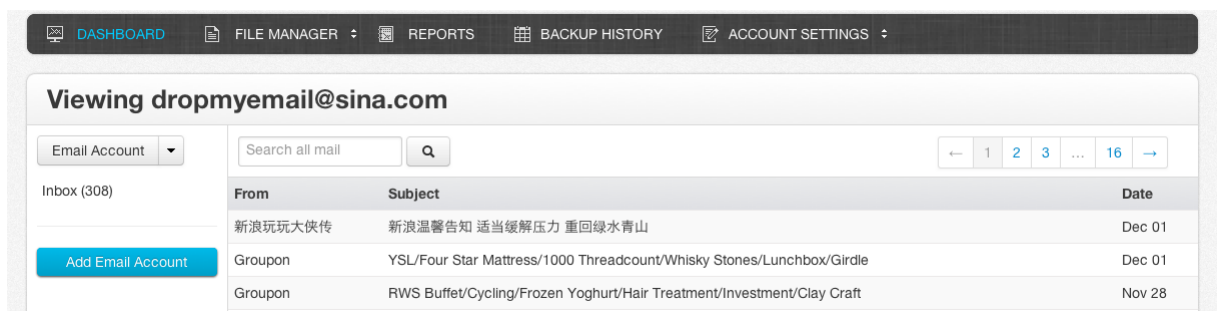
[Start backing up](#) or [Cancel](#)

Backup FAQs

View Backup Emails

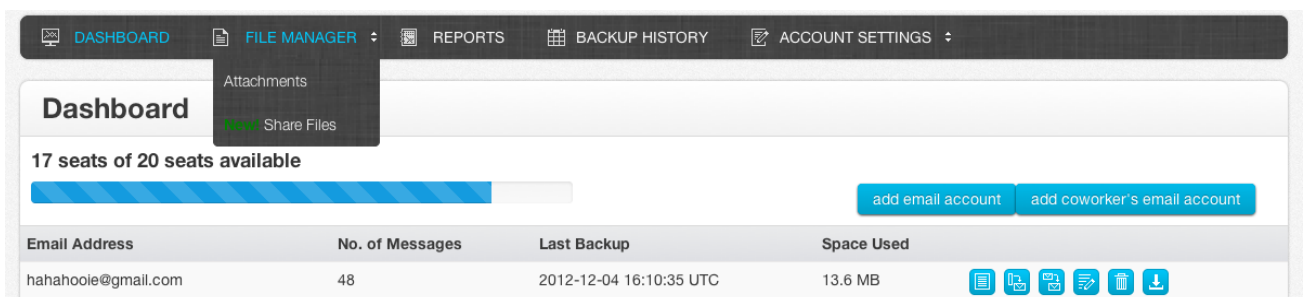
1. Can I view my backed up emails?

- Yes, you can view your backed up emails via Dropmyemail.
- Go to your Dropmyemail Backup Service account Dashboard. To view emails of a particular email address, click on the View button  beside that email address.
- Emails from that email address will be listed on the next screen. You can then search for and read emails for that backed up account. You can also download attachments.



2. Can I view or download attachments from my backed up emails?

- Yes, you can view, search for and download your backed up attachments via Dropmyemail.
- Mouse over “**FILE MANAGER**” on the menu bar, and click on the “**Attachments**” link.













- Attachments from all your email addresses will be listed on the next screen. You can download / share your backed up attachments. Mouse over the right side of the row to select the option.

DASHBOARD FILE MANAGER REPORTS BACKUP HISTORY ACCOUNT SETTINGS

Attachments

hahahaole@gmail.com
dropmyemail@sina.com
reggiehe...mail.com
dmedemo@163.com
dmedemo@sohu.com
reggiehero@yandex.com
dmedemo@qq.com
demo@dropmyemail.com
vinnaird@mail.com

Search Attachments


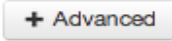
Title	Date	Sender	Download Attachment
 jersey_shore.jpeg	Nov 01	Ron Hart	      
 jyyLS.jpeg	Oct 29	Ron Hart	

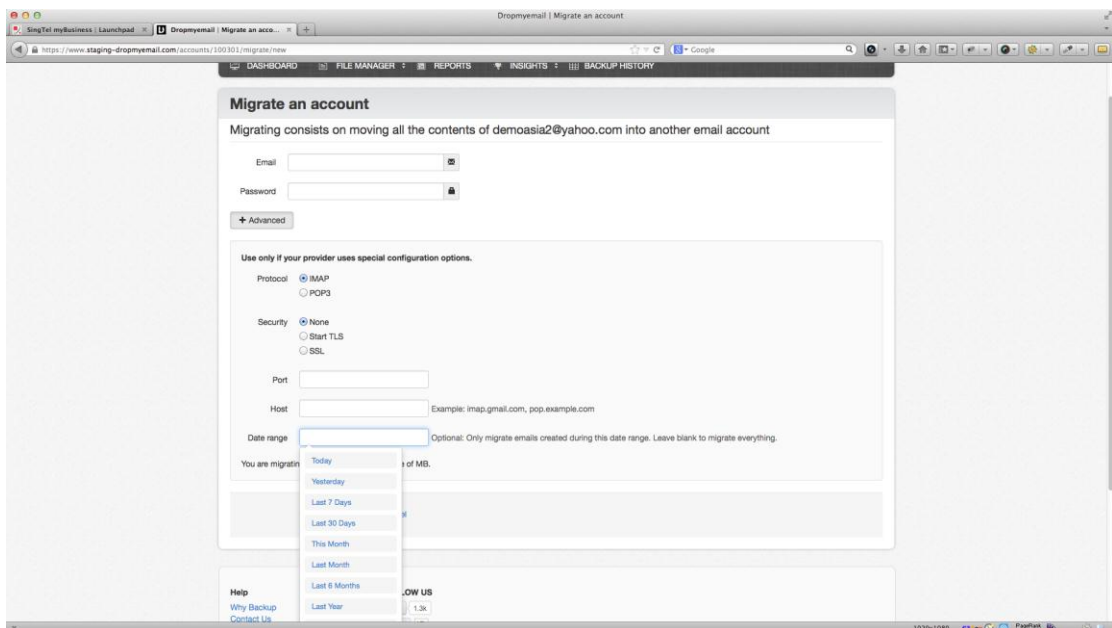
3. Can I send an email or reply to from my backup email?

- We currently do not provide this feature. The service is not a webmail product.


Migrate, Restore or Download Emails

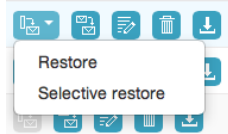
1. How do I migrate backed up emails to a new account?

- Go to your Dropmyemail Backup Service account Dashboard. Click the Migrate button  beside the email address that you want to migrate from.
- Enter the recipient email address and its password.
- If you are using a personal email server, click on the  button.
 - Select the Protocol which you want to use.
 - Then select the security settings for your email server and enter the Port number.
 - Enter the host name of your email server. For example `imap.example.com`, `pop.example.com`
- Click **“Migrate”**. Your emails in the selected backed up email address will then be scheduled for migration. Folder structure will be preserved.
- You are able to select a variety of date ranges for selective migrate in advanced settings

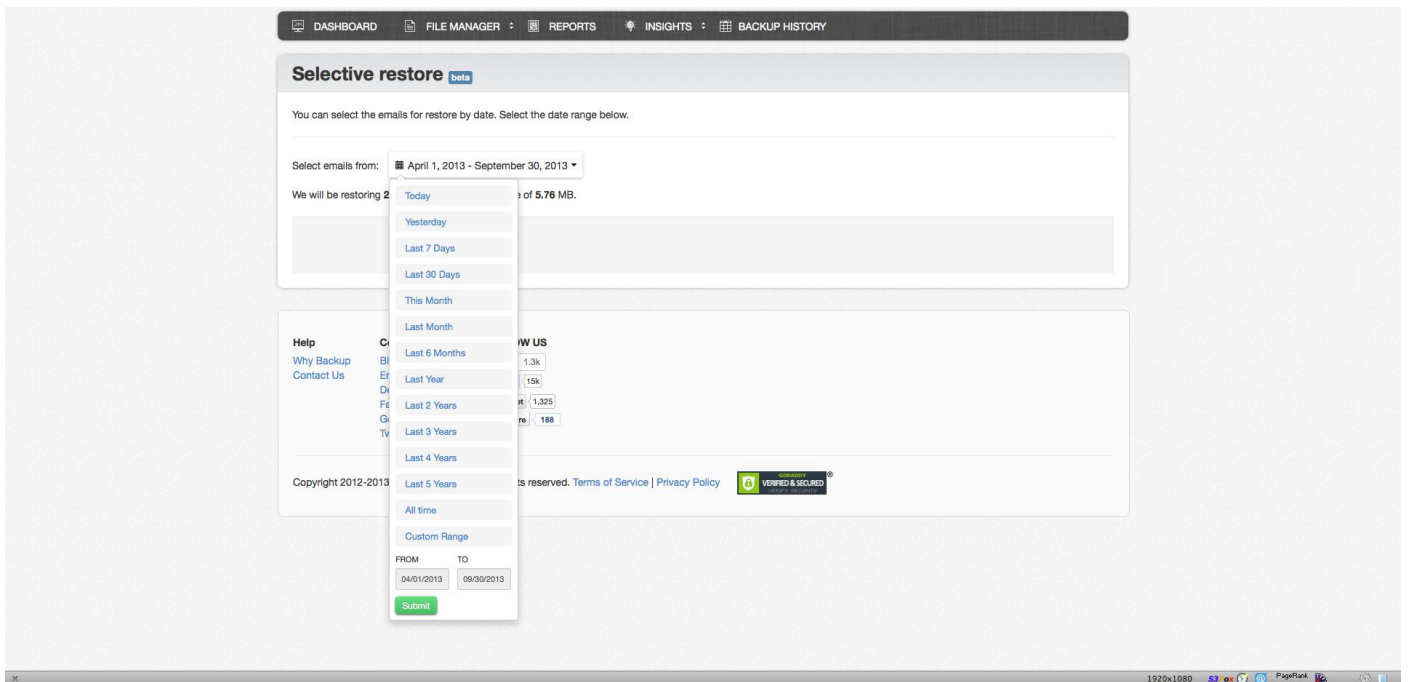


2. How do I restore my email backup?


- Go to your Dropmyemail Backup Service account dashboard. Click on the Restore button  beside the email account that you would like to restore.
- You will see a drop down menu showing options of a full Restore or a Selective Restore.

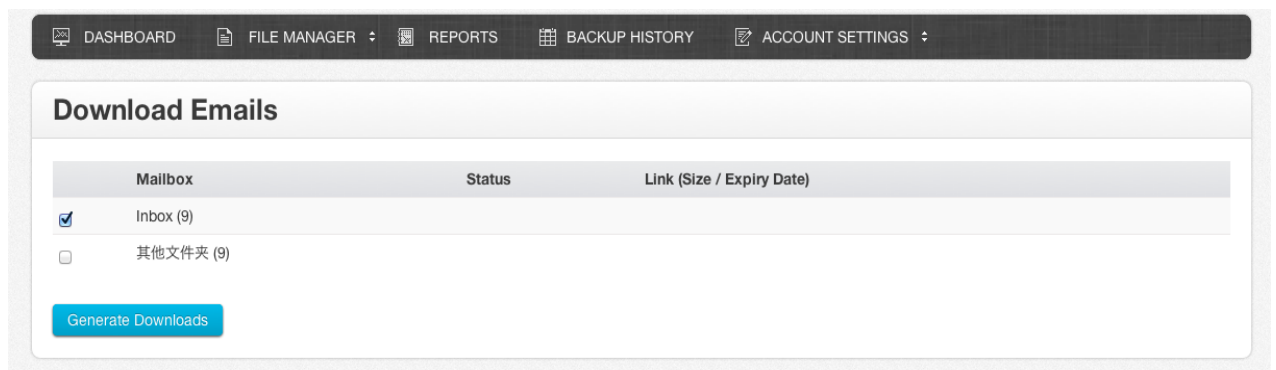


- Choosing Restore will restore your entire inbox and all folders. You will be asked to reconfirm your action. Click **“Yes”**. All your emails will now be restored to the email account.
- You can choose to do a **Selective Restore** and specify a date range for emails you wish to restore. Choose a range option or specify dates from the dropdown menu.

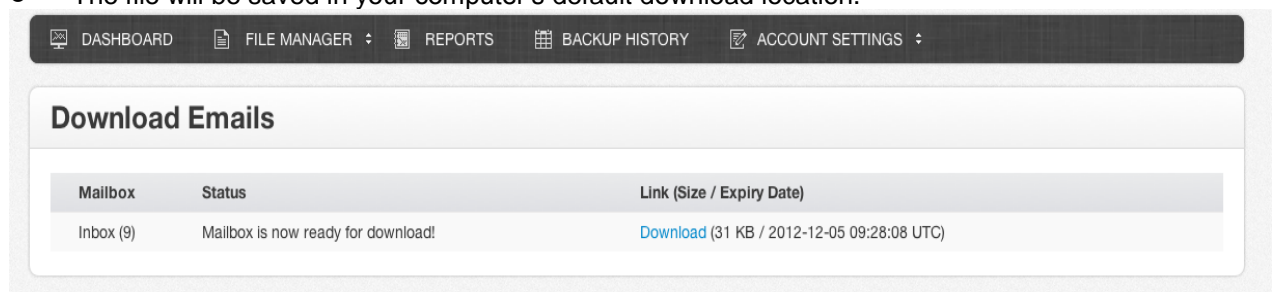


3. How do I download emails?

- Go to your Dropmyemail Backup Service account dashboard. Click on the Download button  beside the email address to download its emails.
- Folders in that email address will be listed on the next screen. Select the folder(s) to download by checking the box beside it. Click “**Generate Downloads**”.



- Click “Download” when you see the status message “Mailbox is now ready for download!”.
- The file will be saved in your computer’s default download location.



File Manager

1. How can I view my email attachments?

- **Attachment View:**

- Mouse over “**FILE MANAGER**” on the menu bar, and click on the “**Attachments**” link.

The screenshot shows the File Manager interface. At the top is a dark menu bar with options: DASHBOARD, FILE MANAGER (selected), REPORTS, BACKUP HISTORY, and ACCOUNT SETTINGS. Below the menu bar is a 'Dashboard' section with a '17 seats of 20 seats available' progress bar and two buttons: 'add email account' and 'add coworker's email account'. Below this is a table with the following data:


Email Address	No. of Messages	Last Backup	Space Used	
hahahoie@gmail.com	48	2012-12-04 16:10:35 UTC	13.6 MB	[Icons: Print, Copy, Paste, Refresh, Delete, Download]
dropmyemail@sina.com	309	2012-12-04 16:06:26 UTC	27.1 MB	[Icons: Print, Copy, Paste, Refresh, Delete, Download]

- Attachments from all your email addresses will be listed on the next screen.
- You can download / share your backed up attachments using Email, Facebook, Twitter, LinkedIn or via a share link. Mouse over the right-side of the row to select the option.

The screenshot shows the Attachments page. At the top is a dark menu bar with options: DASHBOARD, FILE MANAGER (selected), REPORTS, BACKUP HISTORY, and ACCOUNT SETTINGS. Below the menu bar is an 'Attachments' section with a search bar labeled 'Search Attachments' and a magnifying glass icon. On the left is a list of email addresses with checkboxes: hahahoie@gmail.com, dropmyemail@sina.com, reggiehe...mail.com, dmedemo@163.com, dmedemo@sohu.com, reggiehero@yandex.com, dmedemo@qq.com, and demo@dropmyemail.com. The main area is a table with the following data:

Title	Date	Sender	
jersey_shore.jpeg	Nov 01	Ron Hart	[Download Attachment] [Email] [Facebook] [Twitter] [LinkedIn] [Share]
jyyLS.jpeg	Oct 29	Ron Hart	[Share]

- **Email View :**

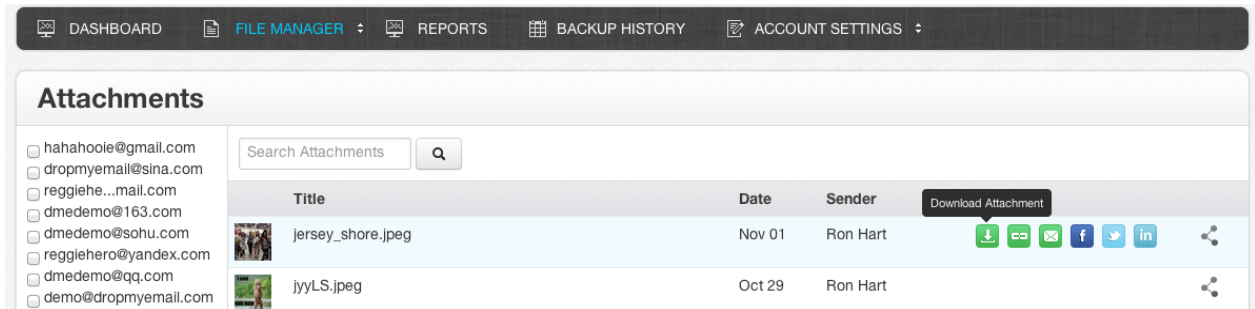
- Go to your Dropmyemail Backup Service account dashboard. Click on the View button  beside the email address where the attachment resides.
- The next screen will list all emails in that email address.
- Click on the email row to view its content.
- Attachments are listed at the bottom of the next screen.
- Clicking on the attachment will download it to the default download location of your computer.

The screenshot shows the Attachments page with a list of attachments:

- [iMedia Agency Summit 2012 - Paid Delegate Registration Form.docx](#)
- [iMedia Summit Brochure 2012 - ASEAN.pdf](#)
- [Confirmed list of attendees to date - August 2 - iMedia Agency Summit 2012.pdf](#)

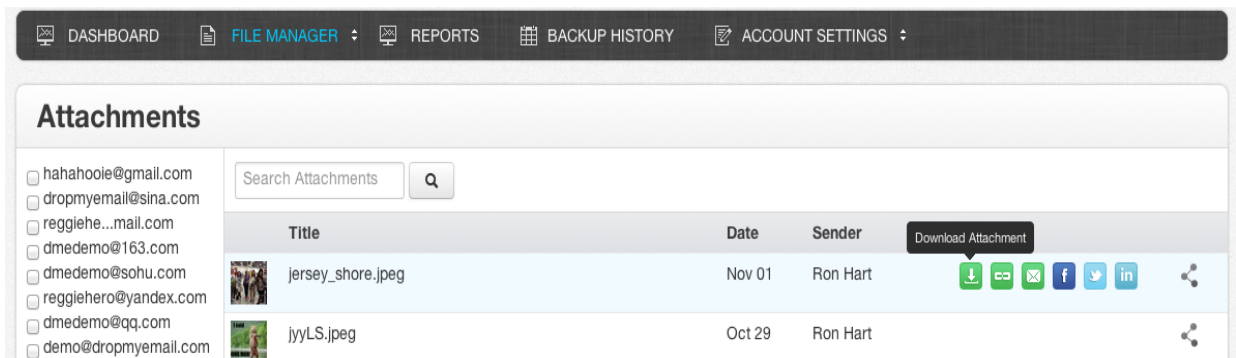
2. How do I search for an attachment within an email?



- You can search through your attachments using keywords that are present in the name of the attachment.
- Mouse over **“FILE MANAGER”** on the menu bar, and click on the **“Attachments”** link.
- Attachments from all your email addresses will be listed on the next screen.
- Click on the search box at the upper left-side and type in the keyword. For example, if you want to search for a file named franceholiday.jpg, you can search for keywords like “france” “franceholiday” or “franceholiday.jpg”. You can also search for a file by its extension such as “.jpg” and “.pdf” .




3. How can I share an attachment?

- Dropmyemail provides multiple ways to share an attachment with your friends. You can share your backed up attachments using Email, Facebook, Twitter, LinkedIn or via a share link.




- **Share Link**
 - Mouse over the right-side of the attachment row. Click on the Share Link button .
 - A new window will open with a preview of the attachment.
 - Copy the link URL from the address bar and send it to your friend. Your friend can either view the attachment or download it by clicking on the **DOWNLOAD** button.
- **Email**
 - Mouse over the right-side of the attachment row. Click on the Email button .
 - A new window will pop up where you can enter email address/es of your friend(s). You can add a custom message to the link.
 - Click on **“Send”** and the link to the file will be emailed. Your friends can now click on the link to view the attachment.


- **Facebook**

- Mouse over the right-side of the attachment row. Click on the Facebook button .
- A new window will pop up with the link to your attachment. You can add a custom message to the link.
- Click on **“Share”** and the link to the file will be posted on your Facebook wall. Your friends can now click on the link to view the attachment.


- **Twitter**

- Mouse over the right-side of the attachment row. Click on the Twitter button .
- A new window will pop up with the link to your attachment. You can add a custom message to the link.
- Click on **“Tweet”** and the link to the file will be posted on your Twitter feed. Your friends can now click on the link to view the attachment.

- **LinkedIn**

- Mouse over the right-side of the attachment row. Click on the LinkedIn button .
- A new window will pop up with the link to your attachment. You can add a custom message to the link.
- Click on **“Share”** and the link to the file will be posted on your LinkedIn wall. Your friends can now click on the link to view the attachment.

4. Who can view my attachment once it is shared?

- Only people whom you shared the link with can view the attachment.
- Every share has a unique link. You can un-share by clicking on .

5. Can someone I shared an attachment with, see my other attachments or backed up emails?

- No. When you share an attachment with someone, the person can only view the particular attachment. He/she will not have access to your emails or other attachments. We have taken multiple security measures to ensure this.


6. Who has access to my attachments?

- No one has access to your attachments unless you have explicitly shared it with someone.
- Only people whom you shared the link with can view the attachment.
- When you share an attachment with someone, the person can only view the particular attachment and will not be able to access the rest of your attachments.


7. Can I share an attachment via a public link?

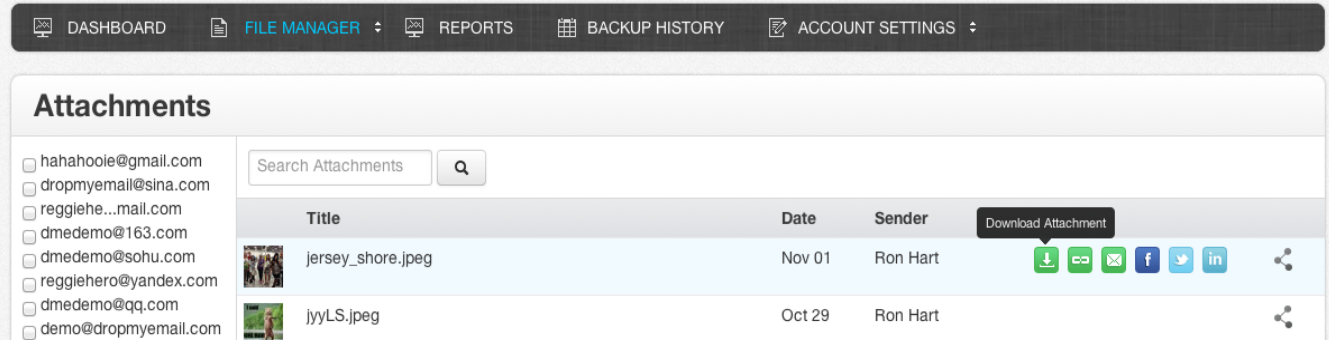
Yes. You can share an attachment with anyone who has the link.

- **Share Link**











- Mouse over the right-side of the attachment row. Click on the Share Link button .
- A new window will open with a preview of the attachment.
- Copy the link URL from the address bar and send it to your friend. Your friend can either view the attachment or download it by clicking on the **DOWNLOAD** button.

8. How can I view the attachments that I have shared?

- Mouse over “**FILE MANAGER**” on the menu bar, and click on the “**Attachments**” link.
- Attachments from all your email addresses will be listed on the next screen.
 - Attachments with the  icon on the right-side have been shared.



The screenshot shows the 'Attachments' page in the Dropmyemail interface. At the top, there is a navigation bar with 'DASHBOARD', 'FILE MANAGER', 'REPORTS', 'BACKUP HISTORY', and 'ACCOUNT SETTINGS'. Below this, the 'Attachments' section has a search bar and a list of email addresses on the left. The main content area displays a table of attachments:

Title	Date	Sender	Download Attachment
 jersey_shore.jpeg	Nov 01	Ron Hart	      
 jyyLS.jpeg	Oct 29	Ron Hart	

- We have also created a separate folder that lists your shared attachments. Check the **My Shared** option on the left column of the screen. The next screen lists all the attachments that you have shared.

9. Is there a limit on the number of attachments I can share?

- No, there is no limit. We also do not limit the number of people with whom you can share with.
- You can share as many attachments as you like with any number of people.

10. Is there a limit to the size of the attachment that Dropmyemail supports?

- No, we do not restrict the attachment size. Your email provider does that.
- Dropmyemail supports attachments of all sizes and types.

11. How can I delete attachments?

- Dropmyemail does not allow users to delete or modify attachments.

12. Can I share files that are not backed up email attachments?

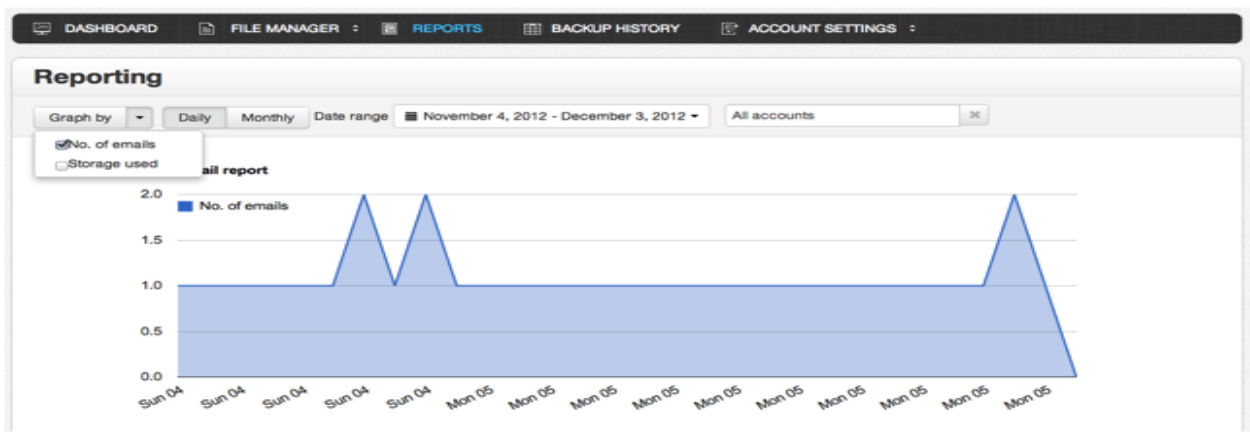
- Mouse over “**FILE MANAGER**” on the menu bar, and click on the “**Share Files**” link.
- Previously uploaded files will be listed on the next screen.
- To upload a new file, click on “**Upload File**” at the upper left-side.
- To download, share or delete the uploaded file, mouse over the right-side to select the option.

Reporting and Auditing

1. What are the different parameters for which I can create a report?

- The administrator can generate reports for either one or a mix of both parameters:
 - Number of emails (received and sent)
 - Total storage used
- Reports can be generated for a particular email address or for all the email addresses as a whole over a custom day range.

2. How do I create a report for a particular month for all the emails in the account?



- Click on “**REPORTS**” on the menu bar.
- Select the parameter(s) from the drop-down list at the “**Graph by**” section.
- Select “**Daily**” or “**Monthly**” by clicking on either.
- The report will be graphed on the screen as you select one of the following options from the drop-down at the “**Date range**” section:
 - Today
 - Yesterday
 - Last 7 days
 - Last 30 days
 - This month
 - Last month

- Custom date range
- The report will be set to “All accounts” by default.

3. How do I create a report for a particular email address?

- The report will be set to “All accounts” by default. Click on the text “All accounts” to:
 - Select the email address for which you would like to generate the report
 - Or type in the email address to narrow down the options shown in the drop-down list.

